CYLINDER WORKS LIMITED

QUALITY ASSURANCE POLICY

Cylinder Works Limited is committed to being a center of excellence in the revalidation and certification of LPG gas cylinders and tanks, providing quality products and services that consistently meet customer expectations and comply with applicable legal, regulatory, statutory and ISO 9001:2015 requirements.

We recognize quality as an integral part of our business strategy and are committed to continually improving our Quality Management System, operational processes and service delivery to achieve customer satisfaction and operational excellence.

To fulfil this commitment, we shall:

- Understand, meet and endeavor to exceed customer and other relevant stakeholders' requirements through effective communication, customer feedback and regular satisfaction reviews.
- Maintain and continually improve an effective Quality Management System in accordance with ISO 9001:2015 requirements.
- Establish measurable quality objectives and Key Performance Indicators (KPIs), monitor performance and periodically review targets to drive continual improvement.
- Ensure employees understand their roles and responsibilities in achieving quality objectives through effective communication, teamwork, training and competency development.
- Provide adequate resources, competent personnel and appropriate equipment to ensure consistent quality and high standards of workmanship.
- Promote a quality culture in which management, employees and suppliers share responsibility for delivering quality services.
- Conduct regular inspections, internal audits, performance appraisals and management reviews to identify gaps and implement corrective actions.
- Ensure projects and services are delivered in accordance with agreed specifications, within the stipulated timelines and budget, with appropriate documentation and effective handover.
- Integrate occupational health and safety and environmental considerations into our operations, including the implementation of relevant risk assessments and method statements.
- Minimize waste and optimize the use of materials and other resources in support of sustainable business practices.

Management shall ensure that this policy is communicated, understood and implemented at all levels of the organization and made available to relevant interested parties. It shall be reviewed at least annually to ensure its continuing suitability, adequacy and effectiveness.

Approved By:

CYLINDER WORKS LTD.
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Michael Njoroge,
MD, Cylinder Works Limited.

Document No:	Revision	Last Revision Date	Next Revision Date
CWL/HSE/QAP/026	005	11th February 2026	11th February 2027